



The Commonwealth of Massachusetts
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MEMORANDUM

TO: PSAP Supervisors
FROM: Thomas Ashe, Deputy Executive Director
State 911 Department
DATE: September 9, 2009
RE: 911 UPS Overcharge Concern UPDATE

This memo is serving as an update to the memo sent on September 1, 2009. The apparent root cause of the UPS overcharge issue has been identified and corrective action by Verizon and Eaton Powerware, manufacturer of the 911 uninterruptible power supply (UPS), is in progress. There are two conditions that must be met for the overcharge condition to occur; 1) the UPS batteries must be significantly drained due to preventative maintenance (PM) procedures or a commercial power outage event where your generator power is not immediately available, and 2) there must be one or more defective battery cells in the UPS. When the UPS batteries are significantly discharged the UPS will send a heavy current into the batteries to recharge them as quickly as possible. If there are bad cells in the UPS batteries, the UPS may be unable to reach the designated charge voltage, currently set at 144 volts, which then may cause the batteries to overheat and emit a vapor. Eaton Powerware has recommended that the charge voltage of 144 volts be lowered to 138 volts to take into account when there are some defective battery cells that may be present. Verizon will be contacting your site to schedule a visit by a Verizon technician as well as an Eaton Powerware technician to make these setting changes as well as to perform an overall check of your UPS. This work will not cause any operational interruptions at your public safety answering point (PSAP) and will not require you to be on commercial power.

If you suspect an overcharge condition is occurring at your PSAP, take precautions by avoiding the area near where the sulfur smell is detected, obtain fresh air, and if necessary contact the fire department. **Additionally, please immediately call the Verizon Customer Care Center (CCC) at (800) 391-1435 to report the trouble.** The CCC can

provide verbal directions to shut off the UPS if it is determined an overcharge condition is occurring.

Please also be advised that Infrared, the UPS subcontractor, performs yearly PM checks on each UPS. Part of the PM process checks the condition of the batteries. Any batteries that are found to be defective during these checks are changed out by Infrared at that time. As part of the PM plan, Infrared also changes all batteries in each UPS every three years.

A copy of this memo and the memo dated September 1, 2009 can be found on our website at (www.mass.gov/e911) under "Quick Links". Please contact Norm Fournier or me if you have any questions or concerns regarding this memo at (508) 828-2911.